

## RAMANAN GURUMOORTHY

India

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### Personal Particulars

Permanent Address: VILLUPURAM, India 605602

Nationality: Indian | Gender: Male

### SUMMARY

Dynamic operations leader with more than 12 years of experience in optimizing business functions, enhancing team performance, and improving customer satisfaction across various sectors. Demonstrated ability in streamlining processes, boosting sales, and managing large teams in fast-paced settings. Skilled in developing strategies that increase efficiency and build strong client relationships. Possesses a solid background in inventory control, staff training, and operational management, with a commitment to delivering results and upholding high standards.

### KEY

### SKILLS

Operations Management | Inventory & Supply Chain Management | Sales & Revenue Optimization | Staff Training & Development | Performance Monitoring & Reporting | Budget Management & Cost Control | Process Improvement & Efficiency | Vendor & Supplier Relations | Point of Sale (POS) Systems | Inventory Management Software | Microsoft Office Suite (Word, Excel, PowerPoint) | Customer Relationship Management (CRM) Systems | Billing & Accounting Software | Order Management Systems | Data Analysis & Reporting Tools | Scheduling & Payroll Systems

### WORK EXPERIENCE

#### **Pharmacy Store Manager | Appar Medical | Villupuram, India | January 2012 – Present**

- Overseeing the daily operations of the pharmacy, managing inventory, customer service, sales, and staff coordination.
- Leading a team of employees, offering guidance on operational procedures, customer service standards, and product knowledge.
- Training and mentoring both new and existing staff on effective customer interaction, sales techniques, and inventory management.
- Monitoring inventory levels to ensure timely stock replenishment, minimizing stock-outs and optimizing product placement.
- Developing and executing operational strategies that boosted sales and improved customer satisfaction, resulting in an increase in customer retention.
- Managing cash operations, including processing transactions, balancing registers, and keeping financial records up to date.
- Identifying customer needs and implemented solutions that enhanced service quality, leading to more positive customer feedback.
- Working with suppliers and vendors to negotiate pricing and ensure stock availability, meeting customer demand effectively.
- Ensuring adherence to health and safety regulations while maintaining operational standards in line with legal and company policies.
- Leading the transition to a new POS system, training staff and overseeing the implementation for a smooth integration into daily operations.
- Conducting regular audits of products and services to pinpoint areas for improvement and address any discrepancies.

### EDUCATION

Diploma in Automobile Engineering Automobile from Sri Venkatachalapathy Polytechnic College – VILLUPURAM | 2005-2008